

# Health Literacy Guide

Webinar <https://www.telehealth.org.nz/health-provider/webinars/#webinar5>

- Build patient confidence in using a telehealth mode of consultation: it's not about intelligence but about learning provided we are interested and can understand
- Patients can sometimes not be sure about what they should know, what to ask, how to describe how they feel and so on
- As the provider you need to be the clinical and communications expert

## Practical Tips

1. Use video if you can as it provides more information than audio alone
2. Acknowledge patients that are using new technology
3. Offer a practice session for patients worried about technology
4. Spend longer at the start of a consultation to build rapport
5. Suggest a method of recording the important messages eg pen and paper. This reinforces self-management and retaining information
6. Offer to include whanau or caregivers virtually. Health Literacy is a collective activity and whanau manage it as a team
7. Help people to not be distracted by self-view eg suggest they use speaker view option or hide self-view option. Ensure they don't switch the camera off.
8. Use body language and expressions to give (quiet) feedback to what patients are sharing with you
9. Demonstrate attention through eye contact. If you need to turn away the explain why you are doing so).

## Three Step Model

1. **Ask- find out what patient knows and avoid assumptions**
  - have a chat and set the agenda- attention to patient needs and what you need to share
  - Have a chat and ask open ended questions
  - Acknowledge all the good things they already know and are doing
2. **Build skills and knowledge**
  - Start with the known and then attach new knowledge
  - Use their language and explain any new health terms
  - Draw a picture
  - Use sequences to put a pattern around information eg there are 4 steps to this.....
  - Demonstrate and get patients to practice
  - Share examples and experiences
  - Understand the journey, especially the next steps
  - At the end, say-“most people have questions- what questions do you have?”
  - You can text, email or message via Patient Portal any links to information that you mentioned during the consultation
3. **Check: this step is all about you- the provider**
  - Have you been clear and provided the information needed in a way that works for the patient and whanau?
  - “Just to check that I've given you the information you need.....”
  - Avoid yes/no answers
  - If it seems the patient hasn't understood, then you need to find a different way of giving the information and SLOW down

- “Sorry I haven’t been clear……”
- “Let me go over that bit again……”
- “What else would you like to know……”
- If you are a fast talker normally you can forewarn the patient and invite them to interrupt at any time
- Share your screen with patients to show information eg Health Navigator information

### **Equity**

Access to connectivity and device quality is always improving and Telehealth is an opportunity for equity:

- Access is improved
- Whanau can be involved
- Language support can be provided in a Telehealth consultation

### **Recordings/ Storage of recordings**

- The outcome of a patient consultation is required to be entered into the patient health record, therefore recordings do not have to be kept/ stored
- You must have consent to record a telehealth consultation
- A patient does not need to have your permission to record a consultation. They must be a party to the consultation only.
- Agreeing to record a consultation can help with information retention and the ability for the patient to share information with whanau and caregivers.
- Providers need to address their level of discomfort around the use of recording for these purposes.